IN THE CLAIMS

1.   (Currently amended) A method for creating and deploying a process-driven information system, said method comprising the following steps:

(a)   creating a process model comprising a plurality of elements in a process driven information system, said plurality of elements representing the work carried out by personnel in an organization, said model forming a component of a hierarchical arrangement of cross referenced processes;

(b)   using this model to identify requirements for software application and information support components for said processes;

(c)   finding or creating one or more software application and information support components as support for said processes;

(d)   deploying the process-driven information system with said software application and information support components accessible from designated elements in said processes, each element giving access to the software application or information support component; and

(e)   selection by a user of said process model displayed on a screen to access <u>and to direct operation of</u> said software application and information support components ~~to direct the operation of said software application and information support components~~, and wherein said plurality of elements of said process model are provided in a tool which uniquely identifies each of said plurality of elements and which maps each of said plurality of elements to an application and information in the form of one or more software components so as to allow user access from the process model displayed on the screen to the one or more software components <u>and wherein the user access of a particular software and information support component is achieved by the user interacting with the display screen to select, via a user</u>

selection tool, one of the plurality of model process elements graphically displayed on the display screen, whereupon the software application and information support component linked to the selected model process element is generated on the display screen for use by the user.

2. (Previously Presented) A method according to claim 1 wherein said process model is part of a set of general purpose graphical business models.

3. (Previously Presented) A method according to claim 2 wherein said process model is accessible via a web browser.

4. (Canceled)

5. (Previously Presented) A method according to claim 1 wherein said one or more software application and information support components are in the form of arbitrary alternative web pages and web-based resources.

6. (Canceled)

7. (Canceled)

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8.   (Previously Presented) A method according to claim 1 wherein said process model is used to educate users within an organization as to how the organization processes functions.

9.   (Previously Presented) A method according to claim 1 wherein said one or more software application and information support components are in the form of arbitrary alternative web pages or web-based resources.

10.   (New) A method for creating and deploying a process-driven information system, said method comprising the following steps:

(a)   creating a process model including a plurality of elements in a process driven information system, said plurality of elements representing the work carried out by personnel in an organization, said mode forming a component of a hierarchical arrangement of cross referenced processes;

(b)   using said model to identify requirements for software application and information support components for said processes;

(c)   finding or creating one or more software application and information support components as support for said processes;

(d)   deploying the process-driven information system, with said software application and information system, with said software application and information support components accessible from designated elements in said processes, each element giving access to the software application or information support component;

(e)   selection by a user of said process model displayed on a screen to access and to direct

operation of said software application and information support components, and wherein said plurality of elements of said process model are provided in a tool which uniquely identifies each of the said plurality of elements and which maps each of said plurality of elements to an application and information in the form of one or more software components so as to allow user access from the process model displayed on the screen to the one or more software components and wherein the user access of a particular software component is achieved by the user interacting with the screen to select, via a user selection tool, one of the elements graphically displayed to the user on the screen, whereupon the software component linked to the selected element is generated on screen for use by the user; and

(f)   the steps (a) - (d) are periodically repeated in a review cycle in which the process models and resources are revised and re-published as a new version.